DEPARTMENT OF THE ARMY
HEADQUARTERS, US ARMY GARRISON FORT SAM HOUSTON
2108 9TH STREET
FORT SAM HOUSTON, TEXAS 78234-6014

REPLY TO
ATTENTION OF

MCCS-BIM

2 4 FEB 2004

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Installation Information Management Policy 25-09, Acquisition and Sustainment of Information Technology Equipment Hardware and Software Policy

1. REFERENCES.

    a. AR-25-1, Army Information Management, 31 May 2002.

    b. Clinger-Cohen Act, (Public Law 104-106), 10 February 1996.

    c. Federal Acquisition Streamlining Act of 1994.

    d. Federal Acquisition Regulation (FAR).

    e. The Army Chief Information Officer, Information Management Realignment, Phase I Execution Plan, 19 March 2002.

2. PURPOSE. This policy assigns responsibilities for the approval and the acquisition of information technology products and services, including visual information in accordance with reference 1e. Information technology includes information services, systems or components, information equipment, or any collection of hardware and software, firmware, or related products, that customers use to collect, process, store, transmit, display, and/or disseminate information. This policy does not address acquisition of:

    a. General supplies and support items, such as blank media (computer tapes, ribbons, diskettes, CD ROMs), ink toner cartridges, keyboards, mouse, etc.

    b. Information system components imbedded in machines, medical instrumentation, servo-mechanisms, training devices, or test and evaluation systems which do not interface or communicate outside the host system or device.

3. SCOPE. This policy applies to all information technology (IT) acquired by or for any organization located on Fort Sam Houston (FSH) and sub-installations with connectivity to the Installation Network which the Information Technology Business Center (ITBC) manages, and includes both Government-owned and leased automation equipment.

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4. POLICY. The ITBC will execute all information technology acquisitions for FSH and tenant organizations. The ITBC will have first right of refusal on IT acquisitions that impact base infrastructure or require local ITBC support for all units, organizations, and tenant organizations on the installation.

a. Requirements for Standard Products and Services. Customers will properly document all desired IT business requirements. Documented business requirements will then be provided to the ITBC prior to acquisition. The ITBC will ensure the solution meets standard technology policy, installation architecture, and abides by all information assurance policies. Examples of such requirements include, but are not limited to, desktops, laptops, mobile devices, network devices, peripherals, software, and installation infrastructure.

b. Requirements for Projects or Business Solutions. Customers will properly document required IT projects or needs to the ITBC for validation or business solution. The ITBC will ensure the project or solution meets standard technology policy, installation architecture, and abides by all information assurance policies. Requests can be emailed to the ITBC by sending a query to FSHTX ITBC BSSD using Outlook. The ITBC project officer will contact the sender requesting any additional information required. Examples of requirements include, but are not limited to, desktops, laptops, mobile devices, network devices, peripherals, software, and installation infrastructure.

(1) The ITBC will perform a technical evaluation of all IT that impacts base infrastructure or requires local ITBC support for all tenant organizations on the installation. All technologies will be documented and "pilot tested" in a non-production environment prior to implementation to determine if such technology will meet the organization's need, price, performance, and architecture. All new technologies will be evaluated in accordance with the requirements definition.

(2) Upon completion of technical evaluation, the ITBC will provide acceptance or denial to the Configuration Control Board (CCB). The CCB will provide the technical evaluation results, along with final approval or denial of implementation, to appropriate FSH and tenant organizations.

c. Validation. It is the responsibility of all FSH and tenant organizations to properly document IT business requirements to the ITBC.

(1) The ITBC will, prior to acquisition, validate that all IT equipment hardware and software meets existing standards as well as current and future architecture.

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(2) Upon completion of validation, the ITBC will provide acceptance or denial to the CCB stating their findings. Should the validation result in denial, the CCB will provide detailed explanation to the customer as to the reason for such denial. Types of denial may include, but are not limited to:

(a) Non-standard equipment hardware or software that would be unsupportable or create conflicts with the installation architecture.

(b) Existing architecture will not support defined requirement.

(c) Conflicts with network security or other risks.

d. Equipment Purchase or Lease. FSH and tenant organizations will purchase or lease equipment hardware, through the ITBC, based on cost and other acquisition considerations as defined below.

(1) Purchase method. FSH and tenant organizations will acquire equipment hardware using the purchase method if the equipment will be used beyond the point in time when cumulative leasing costs exceed the purchase costs.

(2) Lease method. FSH and tenant organizations will acquire equipment hardware using the lease method when the cumulative cost is less than the purchase cost.

(3) Equipment Hardware Lease Contract: FSH and tenant organizations entering a legally binding leasing contract, must adhere to the defined terms and conditions stated in the vendor's contract.

(4) Supporting Hardware Leased Equipment: FSH and tenant organizations will not break equipment tamper seals for any reason. FSH and tenant organizations will contact the FSH ITBC, when:

(a) Any peripheral device needs to be added.

(b) Equipment hardware is inoperable.

e. Breach of Contract: All parts of a contract breach, including fees and penalties will be the responsibility of the organization leasing the equipment. Breach of contract may include, but is not limited to:

(1) Broken tamper seal.

(2) Term of lease exceeding specified term.

(3) Stolen equipment.

(4) Missing equipment.

f. Equipment Hardware and Warranties.

(1) Hardware. FSH and tenant organizations will adhere to documented workstation standards when acquiring equipment hardware. Upon acquisition of new technologies, the ITBC, FSH and tenant organizations will adhere to all the sections of this policy.

(2) Warranties. The ITBC will track and manage all warranties to ensure that warranties are deemed adequate to protect the needs of FSH. Types of items covered by the warranty and length of warranty may include, but are not be limited to:

(a) Identification of warranted items.

(b) Procedures for the return of warranted items to the vendor for repair or replacement.

(c) Type of warranty coverage (i.e., 24x7, on-site support, response time, etc.)

g. Equipment Software and Licensing.

(1) Software. The FSH and tenant organizations will coordinate acquisition and installation of software with the ITBC to ensure proper tracking of licenses when acquiring equipment software. For acquisition of all new technologies, the ITBC, FSH and tenant organizations will adhere to all procedures specified in this policy.

(2) Licensing. The FSH and tenant organizations will ensure all software is reported to the ITBC. The ITBC will track software licenses for the purpose of compliance with manufacturer's license agreement. Compliance with all software-licensing agreements will be the responsibility of the ITBC, FSH and tenant organizations.

h. Asset Management. The ITBC will ensure that all purchased and leased assets are properly tracked and managed throughout their lifecycle. FSH and tenant organizations will ensure that all hardware and software is properly reported to the ITBC.

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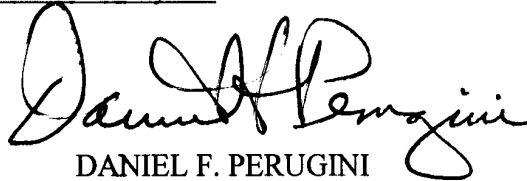
i. Budget/Finance. The customer will pay for acquisition of new and replacement computer systems. The ITBC division chiefs and/or commanders will approve any budget transaction prior to submission to the ITBC. When appropriate, transactions will be submitted through the customer's budget officer, who will then submit the transaction to the ITBC. The ITBC Budget Office will report all transactions to the proper finance offices. The following are the methods of payment that will be defined in the requirement definition that is submitted to the ITBC:

(1) International Merchant Purchase Authorization Card (IMPAC) purchase payment.

(2) Electronic fund transfer.

(3) Journal voucher.

(4) Military Interdepartmental Purchase Request (MIPR).

j. Waivers. Any exception to this policy must be coordinated through the CCB and can be initiated by providing a written memorandum with thorough justification to the ITBC. A documented and approved exception is required for any deviation from stated policy and conformance documentation.

k. Specific administrative and technical concerns should be addressed to the ITBC Consultant assigned to each organization. For MEDCOM HQ, USAG, and tenant organizations, the Consultant is Mr. Richard Bragg at 221-6090. The Consultant for AMEDDC&S and subordinate departments is Mr. Doug Childres, 221-6500. Both may be contacted using e-mail at Richard.Bragg@amedd.army.mil and Doug.Childres@amedd.army.mil, respectively.

5. The point of contact for this policy is Ms. Cynthia S. Helton, Director, ITBC, at 221-5281, or e-mail address Cynthia.helton@samhouston.army.mil.

DANIEL F. PERUGINI
Brigadier General, MC
Commanding

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